

## **REPORT OF THE POLICY AND CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE.**

**Councillor Dave Harling**

**COORDINATING**

**DIRECTOR: Denise Park**

### **Work Programme for the Overview and Scrutiny Committee.**

The Committee has started work on the programme based on suggestions put forward by Members of the Committee. This programme is takes into account the key areas of service delivery that were outlined by the Executive Members in June and will ensure that the Committee can add value to the work of the Executive Members.

The first main topic that the Committee are looking at is Digital Engagement and the Evolving Strategy. This issue had been highlighted by Members of the Committee as a major issue affecting the Borough.

### **Digital Engagement and the Evolving Strategy.**

The Committee looked at the work that was being undertaken to deliver services digitally to meet the needs of service users. The strategy was part of a review of all Council services and would look at how we could deliver accessible services effectively and efficiently when people needed them in a digital way.

One of the key areas that the Committee were to look at was to ensure that the evolution of service delivery was accessible to all members of society and that issues were addressed to reduce social isolation and ensure total inclusion. The Committee were also informed of the issues relating to connecting systems used by different service providers and the steps to ensure that different organisations systems were compatible.

The Committee have established a task group to continue their work by looking at the key milestones in the delivery of the strategy and in particular how the strategy will seek to meet the needs of the hard to reach groups.

### **Progress of the Overview and Scrutiny Committees.**

The Committee were updated on the progress of the Overview and Scrutiny Committees and their work programmes.

### **Next meeting of the Committee.**

The Committee considered the work programme for the municipal year 2018/19 and agreed that the Executive Member for Resources be invited to the next meeting to outline the issues relating to Sickness and Absenteeism. The Committee will look at how the Council was seeking to improve attendance through supporting employees

and highlighting how other comparator authorities are affected by the issue and the methods they use to tackle the issues.

The Committee will also be informed of the six month figures for attendance and how these compare with other employers. Further work of the Committee will include updates on the Council's debt collections and how the Council manages/disposes of assets.

**Dave Harling Chair, Policy and Corporate Resources OSC.**

**September 2018**